



TERMS AND CONDITIONS

Cancellation Policy:

Cancellations for non-package, group and individual reservations must be made 48 hours prior to arrival by 4:00p.m (PST) for a full refund. All package reservations are pre-paid, non-refundable and are not able to be cancelled. Late modifications will result in a penalty fee of \$50. Late cancellations will incur a penalty of one night's room charge plus applicable taxes.

Deposit Policy:

A first night's advance deposit is required at the time of booking. All reservations require an advance deposit of one night room & tax. Cancellations for non-package, individual reservations must be made 48 hours prior to arrival by 4:00 PM (PST) for a full refund. All package reservations are pre-paid, non-refundable and are not able to be cancelled. Late modifications will result in a penalty fee of \$50. Late cancellations will incur a penalty of one night's room charge plus applicable taxes.

Terms & Conditions:

All reservations require a valid credit card guarantee due at the time of booking, which will be charged for the first night's deposit. All package reservations will be charged in full for the entire length of your stay. Room rates and taxes are subject to government imposed fees and taxes except on packages.

Food & Beverage

No outside food & alcoholic beverages are allowed in the rooms or in the hotel premises.

Cancellations:

Cancellations for non-package, individual reservations must be made 48 hours prior to arrival by 4:00p.m. for a full refund. Cancellations for group reservations must be made 48 hours prior to arrival by 4p.m. for a full refund. All package reservations are pre-paid, non-refundable and are not able to be cancelled. Same day Group and Individual reservation cancellations are subject to penalty equal to 1 night room and tax.

Check-in:

Check-in begins at 4:00 p.m. If you arrive prior to 4:00 p.m., you may check your luggage with the Bell Desk and enjoy our restaurants, surrounding shops, Spa and pool area until your room becomes available. Your room is guaranteed for arrival up until midnight. Please contact the hotel directly if you will be a late arrival. Check-out: Check out time is 11:00 a.m. Late check-out is granted based on availability on the day of departure. Late check-out fee may vary from half-day rate to a full day rate.

**Qualified Rates:**

AAA/AARP/HHA/State Government & Federal Government membership cards are required at check-in. Early Departure Policy: There is a \$50 fee should you check out prior to your scheduled departure date. If booked with a minimum night requirement or as a package reservation, your reservation will be charged the full length of your reservation.

Specific Room Request:

Our guestrooms are unique. Specific rooms and room features may be requested but are not guaranteed.

Internet Fee:

Access to the internet is free in the hotel Lobby area. There is a \$9.95 nightly WIFI fee for all guestrooms unless otherwise contracted.

ID Requirement:

Please present a valid form of current photo ID at check-in. Valid forms of ID include Driver's Licenses, State-Issue IDs, or Passports. Guests applying for government rates must present two forms of ID at check-in (both a Government ID and second form of ID).

Credit/Debit Card Policy:

Debit and credit cards will be authorized at check-in for the amount of your stay, plus an amount to cover incidentals. The authorization will hold the funds until check-out, at which time the amount actually incurred during the stay will be charged. Authorized amounts may take up to 30 days after departure to be released by your bank or financial institution. The hotel will not be responsible for any resulting fees or charges.

Payment Policy:

We are pleased to accept cash, certified checks, or any major credit card for payment. However, a valid credit card is required at check-in. All services must be paid for at the time the service is rendered or upon check-out. To arrange payment with a third-party credit card, please contact the hotel directly at least 48 hours prior to guest's arrival.

Rollaway Bed Policy:

There is a \$25 nightly charge for rollaway bed requests. Only one (1) rollaway bed permitted per guest room. DVD Player: There is a one-time charge of \$25.

Overnight Parking:

Parking is \$17 for self-parking, \$23 for valet parking per night. Parking rates are subject to change and may vary during Festival of Lights.